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Apparatus and Method for Allocating Resources Based on Service Level

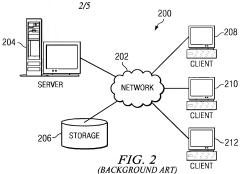
Agreement Predictions and Associated Costs

REPLACEMENT SHEET

1/5 CREATE/CHANGE VIOLATION/ SERVICE OFFERINGS TREND AND CUSTOMER NOTIFICATION ORDERS **ADMINISTRATIVE** SLM SERVER SERVER 140 150 **REPORTS** SLM DATABASE SERVER 130 160 SLM DATAMART 110 TIVOLI ENTERPRISE DATA WAREHOUSE DATA 115-110-WAREHOUSE MANAGER

FIG. 1 (BACKGROUND ART)

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SHEET

